



Online Order User Manual

www.comtrans.net/orders

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I. Register


Registration can be done for yourself or on behalf of another person. The email address of the person being registered is required.

- To register yourself, go to <comtrans.net/orders>, select *Register New User*. (for further directions, continue to “[Complete Required Fields](#)” section)



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[Log In](#)
[Register New User](#)

 [New User Registration Video](#)

Register New User

(Register only if you haven't received a User Name and Password)

User

* = required

First *

Last *

Phone - - x

Fax - -

Email * @

Password *

Site * Site

- To register another person, you must have permission to enter claims for other case managers (see site administrator for access). Log in, select *Orders* from the top menu, and then *New Order* from the top left corner. When prompted to choose the person for whom you are entering the order, select the *New User* button.



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Click here for online support,
or call 602-231-0102 ext. 123.

[Home](#) [Orders](#) [Edit User](#) [Reassign Case Manager](#) [Admin](#) [Log Out](#)

New Order

Please check that you aren't reentering an order that has already been entered by yourself or someone else.

☐ Hide Search Fields

TR # When searching for an TR # all other search parameters are ignored.

Orders

Order Status

Transportation Date Between (mm-dd-yyyy) And (mm-dd-yyyy)

Participant

	Status	TR No.	Primary Participant	Type	Date Entered	Start Date	End Date	ID
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Tickets"/>	Unsubmitted	70389	Linda Abegg		02-01-2012			test
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Copy"/> <input type="button" value="Cancel"/> <input type="button" value="Tickets"/>	Accepted	70062	TINA OLQUIN	One Time	01-30-2012	01-31-2012	01-31-2012	COMTRANS1
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Copy"/> <input type="button" value="Cancel"/> <input type="button" value="Tickets"/>	In Process	69915	Linda Abegg	One Time	01-27-2012	01-28-2012	01-28-2012	test
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Tickets"/>	Unsubmitted	69913	Linda Abegg	Recurring	01-27-2012	01-10-2012	01-23-2012	test
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Copy"/> <input type="button" value="Cancel"/> <input type="button" value="Tickets"/>	In Process	69896	Linda Abegg	One Time	01-27-2012	01-28-2012	01-28-2012	test



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New Order

Select the person you are entering this order for.

Last Name

<input type="button" value="Select"/>	Abegg , Linda	Comtrans	COMT	Unassigned
<input type="button" value="Select"/>	Abegg , Linda	Comtrans	COMT	test
<input type="button" value="Select"/>	Aarseeth , Lisa	CPS	133A-4	Unassigned
<input type="button" value="Select"/>	Abrams , Nicole	CPS District II	218C-3	Unassigned
<input type="button" value="Select"/>	Abrams , Nicole	CPS District II	227C-3	Unassigned
<input type="button" value="Select"/>	ABRIL , DARLENE	CPS District II	235C-3	Unassigned
<input type="button" value="Select"/>	ACEVEDO , SHARON	CPS District II	223C-3	Unassigned
<input type="button" value="Select"/>	Adams , Brandy	CPS District II	227C-3	Unassigned

(User is entered as **validated** for now.)

Records 1 - 27 of 1091 record(s) that match the search criteria.

Go to page of 44 page(s).

Complete Required Fields-Domain

Register New User (Register only if you haven't received a User Name and Password)

User

* = required

First *

Last *

Phone - - x

Fax - -

Email * @

Password *

Site * Site ▾

- If registering another user, there will be no password field.
- Use your company email username and domain* (username@domain.com).
- Select *Get Available Sites For Domain* after entering email. Use the drop down menu to select your payer (if prompted) and site.
 - * The domain of the user or case manager is important to the correct setup of each client. If the domain has not been approved by ComTrans as valid, the entry will not be allowed (see error below).

Register New User (Register only if you haven't received a User Name and Password)

User

* = required.

First *

Last *

Phone - -

Fax - -

Email * @

Password *

Site * Site ▾

Message from webpage

Invalid Domain.
jdoe@gmail.com not found.



OK

- If you believe you have received this message in error, please check the domain spelling. If it is correct, please click on the online support ? on the top right hand corner of the screen.
- After all fields are completed, select *Submit*.

Confirmation Email

After the registration is submitted, a confirmation will be sent to the email address provided. Follow the link in this email to become an active user. If you were registered by your site administrator, use the password provided in the confirmation email. After logging in, select *Edit User* and change your password.

II. Home Page



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Log In

User Name @

Password

[Forgot Password](#)

[New User](#)

[Bookmark Us!](#)


Log In

- To create or manage orders, *Log In*.
- Enter email and password, *Log In*.
- To edit your user information, select *Edit User* from the top menu.

III. Orders

New Order


- Log in
- Select *Orders* from the top menu, then *New Order*.



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[Home](#) **Orders** [Edit User](#) [Reassign Case Manager](#) [Admin](#) [Log Out](#)



New Order Please check that you aren't reentering an order that has already been entered by yourself or someone else.

☐ Hide Search Fields

TR #
Orders
Order Status
Transportation Date Between
Participant

Orders For My Group (Unassigned)
All
01-03-2012 (mm-dd-yyyy) And 03-03-2012 (mm-dd-yyyy)

	Status	TR No.	Primary Participant	Type	Date Entered	Start Date	End Date	ID
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Tickets"/>	Unsubmitted	70389	Linda Abegg		02-01-2012			test
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Copy"/> <input type="button" value="Cancel"/> <input type="button" value="Tickets"/>	Accepted	70062	TINA OLQUIN	One Time	01-30-2012	01-31-2012	01-31-2012	COMTRANS1
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Copy"/> <input type="button" value="Cancel"/> <input type="button" value="Tickets"/>	In Process	69915	Linda Abegg	One Time	01-27-2012	01-28-2012	01-28-2012	test
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Tickets"/>	Unsubmitted	69913	Linda Abegg	Recurring	01-27-2012	01-10-2012	01-23-2012	test
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Copy"/> <input type="button" value="Cancel"/> <input type="button" value="Tickets"/>	In Process	69896	Linda Abegg	One Time	01-27-2012	01-28-2012	01-28-2012	test

Records 1 - 25 of 29 record(s) that match the search criteria.
Go to page 1 of 2 page(s)



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[Home](#) [Orders](#) [Edit User](#) [Reassign Case Manager](#) [Admin](#) [Log Out](#)

New Order

Select the person you are entering this order for.

Last Name

	Name	Payer	Site	Group
<input type="button" value="Select"/>	Abegg, Linda	Comtrans	COMT	Unassigned
<input type="button" value="Select"/>	Abegg, Linda	Comtrans	COMT	test
<input type="button" value="Select"/>	Aarseth, Lisa	CPS	133A-4	Unassigned
<input type="button" value="Select"/>	Abrams, Nicole	CPS District II	227C-3	Unassigned
<input type="button" value="Select"/>	Abrams, Nicole	CPS District II	218C-3	Unassigned
<input type="button" value="Select"/>	ABRIL, DARLENE	CPS District II	235C-3	Unassigned
<input type="button" value="Select"/>	ACEVEDO, SHARON	CPS District II	223C-3	Unassigned

(User is entered as **validated** for now.)

Records 1 - 27 of 1091 record(s) that match the search criteria.

Go to page of 44 page(s).

Choose responsible person

- If you have not been given access to enter orders for others, the “Select the person you are entering this order for” screen shown above will not appear. If you would like access to enter orders for others, ask your site administrator for “Allow Entered By” access.
- Site administrators: see [Special Instructions for Site Administrators: User Permissions](#) for instructions on how to grant a user “Allow Entered By” access.
- If you are the responsible person (case manager), select your name.
- If you are creating the order on behalf of someone else, select his/her name.
- If the responsible person is not listed, select *New User*.

New User

- To add a new user, follow the procedure outlined in the [Register: Create New User](#) section above. **You must have that person's email address to add them.**

Add New User

User

* = required.

First *

Last *

Phone - - x

Fax - -

Email * @

Site * Site ----- ▼

- Complete the required fields.
- Select *Submit*.
- Choose the case manager from the list and select *Next*.

Select Participant(s)/Passenger(s)

A participant is typically the person identified for billing purposes (more than one can be listed). Passengers are other people who will be transported with the participant (who are not eligible for services).

- *Select* the participant needing transportation.

Select Participant

Last Name

	Name	DOB	Gender	
<input type="button" value="Select"/>	Doe , Jane	01-01-2001	F	unknown
<input type="button" value="Select"/>	doe , jane	01-01-2001	F	000000000
<input type="button" value="Select"/>	Doe , Jane	01-01-2001	F	123456
<input type="button" value="Select"/>	doe , jane	01-01-2001	F	test
<input type="button" value="Select"/>	Doe , Jane	08-14-1982	F	a12345678
<input type="button" value="Select"/>	Doe , John	01-01-2001	M	Test
<input type="button" value="Select"/>	Doe , John	01-01-2001	M	test!

Records 1 - 9 of 9 record(s) that match the search criteria.

- Use the *Add Participant* and/or *Add Passenger* buttons if more than one person is being transported, and *Select* the additional person/people.
- If participant/passenger is not listed, add as directed in the [New Participant/Passenger](#) section below.

Passengers

2 Participant(s)

<input type="button" value="Edit"/> <input type="button" value="Remove"/>	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
Name <input type="radio"/> Primary Participant	Name <input type="radio"/> Doe , Jane
<input checked="" type="radio"/> Abegg , Linda	DOB 01-01-2001
DOB 08-08-2009	Gender F
Gender F	ID unknown
ID test	Mobility Ambulatory
Mobility Ambulatory	

(Click on the radio button by the name to change the primary participant .)

- Make sure the Primary Participant is designated by selecting the radio button next to his/her name.
- When all participants/passengers are listed, select *Next*.

New Participant/Passenger

- A. If the participant/passenger is not already listed, select *New Participant/New Passenger* from the selection screen. After adding the participant, the information will be saved for your site's future use.

Select Participant

Last Name

	Name	DOB	Gender	
<input type="button" value="Select"/>	Abbas , Muna	02-27-1977	F	110036072
<input type="button" value="Select"/>	Abegg , Linda	08-08-2009	F	test
<input type="button" value="Select"/>	Abelein , Mary	01-12-1954	F	052410002
<input type="button" value="Select"/>	Abrahamson , Julia	07-14-1957	F	JA071457F
<input type="button" value="Select"/>	ACEDO , ALYSSA	06-22-1999	F	394375
<input type="button" value="Select"/>	Acedo , Angeliqua	10-05-2004	F	082700024
<input type="button" value="Select"/>	Acedo , Celia	07-09-2001	F	082730042

Records 1 - 25 of 9696 record(s) that match the search criteria.


Go to page of 388 page(s).

Add Participant

Participant

* = required.

Name * First Last

DOB *  (mm-dd-yyyy)

Gender * ----- ▼

ID *

Mobility * ----- ▼

- Enter required participant information.
- ID: most programs assign each member or participant an ID to uniquely identify their members. Please use the one assigned to the participant. If the program does not have an ID for the client, use the first initial, last initial, DOB, male (M) or female (F), zero: “CW120170F0.”
- *Submit, Select* participant.

B. Passengers are those accompanying the participant (if there are any).

- Enter as much passenger information as is available.
- Substitutions such as “Jane Doe” or “Mom Jones” are acceptable.
- Unknown DOB: 01/01/01.

Trip Appointment

Complete the Appointment Times form following the guidelines listed below.

Comtrans - TR # 70572 Status : Unsubmitted
Site Contacts

[Trip Contact](#)
[Passenger](#)
[Appointment Times](#)
[Pick-Up Location](#)
[Drop-Off Location](#)
[Return Location](#)
[Trip Comments](#)
[Review Order](#)
[Print Order](#)
Submit Order !!!
Home

Appointment Times

* = required

Case Name

Case Name (Opt.)

Reason

Select Reason * ----- ▼

Trip Type

Trip Type *
 ☐ Round Trip
 ☐ One Way Appt
 ☐ One Way Return

Appointment

Drop Off ---- : ---- ----

☐ Specify a Pick Up Time

Prev
 Update
 Next

A. Order Information

- **TR #:** assigned to each trip as an internal reference number for ComTrans.
- **Status:** “Unsubmitted” the order has not been submitted; “In Process” the order has been submitted; “Processed” the order has made it to the Comtrans schedulers; “Accepted” the trip has been scheduled.

B. Reason

- Select the reason for the transport from the selected list.
- If it is not listed, select *Other* and enter the reason. If you regularly have a reason for transport that is not listed, please notify an administrator who can add it for you.

[Trip Contact](#)[Passenger](#)[Appointment Times](#)[Pick-Up Location](#)[Drop-Off Location](#)[Return Location](#)[Trip Comments](#)[Review Order](#)[Print Order](#)

Submit Order !!!

[Home](#)**Appointment Times**

Trip Type	
Trip Type *	<input checked="" type="radio"/> Round Trip <input type="radio"/> One Way Appt <input type="radio"/> One Way Return
Appointment	
Drop Off	<input type="text"/> : <input type="text"/> <input type="text"/>
<input type="checkbox"/> Specify a Pick Up Time	
Will Call For Return <input type="checkbox"/>	
Return	
Pick Up	<input type="text"/> : <input type="text"/> <input type="text"/>
<input type="checkbox"/> Specify a Drop Off Time	
Order Type	

Prev

Update

Next

C. Trip Type

- **Round trip:** transport to and from appointment; enter time in appointment and return.
- **One Way:** transport TO appointment only; enter time in appointment field.
- **One Way Return:** transport FROM appointment only; enter time in return field.

D. Appointment and Return

- Only one time, pick up **or** drop off, is required for each leg of the trip. If the Comtrans driver will need to know a pick up **and** drop off time, check the *Specify a Pick Up Time* or *Specify a Drop Off Time* box and provide the additional time.
- **Priority:** assigns the pick-up or drop-off time as more important. Usually the *Drop Off* time is the priority for appointments, and the *Pick Up* time is the priority for return trips, so these are the default settings. If an order takes exception to these default settings, make sure to change the priority. An example of an exception would be: if a child needs to be picked up at school at 2:10pm for a 3:30pm appointment, *Pick Up* is the priority so that the child is not left waiting at school.
- **Time Constraints:** If designating a pick up and drop off time, please remember the time constraints, such as: loading time, traffic variances, the possibility of picking up additional passengers, etc.

E. Order Type

- **One Time:** the transport occurs once on a single date.
- **Recurring:** the transport happens at the same time, with the same pick up and drop off locations, on an ongoing basis. The example below shows how to schedule an appointment that occurs every Monday, Wednesday, and Friday with the first appointment on Wednesday, February 8th, and the last on Monday, April 30th. **Always double check the date range selected to ensure that every appointment falls within the given range.**

Comtrans - TR # 70572 Status : Unsubmitted [Site Contacts](#)

[Trip Contact](#)
[Passenger](#)
[Appointment Times](#)
[Pick-Up Location](#)
[Drop-Off Location](#)
[Return Location](#)
[Trip Comments](#)
[Review Order](#)
[Print Order](#)
[Submit Order !!!](#)
[Home](#)

Appointment Times

Order Type *

☐ One Time ☒ Recurring ☐ Multi Day

Recurring

Start * (mm-dd-yyyy)

End * (mm-dd-yyyy)

Days *

☒ Mon ☒ Fri

☐ Tue ☐ Sat

☒ Wed ☐ Sun

☐ Thu

Frequency * ☒ Every Week ☐ Every Other Week

Prev

Update

Next

- **Multi Day:** the transport happens at the same time, with the same pick up and drop off locations, on multiple days. This feature should be used when transports do not occur in a pattern. For example, the transports could occur on Monday and Wednesday one week and Tuesday and Thursday another week, instead of on Monday and Wednesday every week.
- To schedule a multi day transport, select *Multi Day* and then *Edit Trip Dates*.
- Select the dates of transport and then select *Save*.

Select Trip Dates

February - 2012						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

March - 2012					
Sun	Mon	Tue	Wed	Thu	Fri
				1	
4	5	6	7	8	
11	12	13	14	15	
18	19	20	21	22	
25	26	27	28	29	

April - 2012						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21

May - 2012					
Sun	Mon	Tue	Wed	Thu	Fri
		1	2	3	
6	7	8	9	10	
13	14	15	16	17	

Click on a date to select it.

A selected date can be removed by clicking on it again. Save Click Save after making ANY changes.

- *Update, Next*

Location

The location is the physical address associated with a *pick up* or *drop off* location. Once a location is saved for a client, it can be selected again on future orders for that client. Addresses entered as “pick up” locations will only be saved, and made available to use, as “pick up” locations, and addresses entered as “drop off” locations will only be saved for future use as “drop off” locations.

- *Select* location if it is already listed.
- If location is not listed, add as directed in [New Location](#) section below.
- If the return location is the same as the *Pick Up* location, check the box at the top of the screen, as seen below.

[Trip Contact](#)
[Passenger](#)
[Appointment Times](#)
[Pick-Up Location](#)
[Drop-Off Location](#)
[Return Location](#)
[Trip Comments](#)
[Review Order](#)
[Print Order](#)
[Submit Order!!!](#)
[Home](#)

Pick Up

On **return** trip, **reverse** addresses ☒

[Select Location](#)

Location

* = required.

Property Name *
 Street *
 Building
 Unit
 City *
 Zip * -
 Cross Streets

Contact

Contact

[Use Case Mgr](#)

[Use Client](#)

(50 characters allowed.)

Phone

 - - x

Special Instructions

[Update](#)

[Prev](#)

[Next](#)

- Update contact information or special instructions as needed (for explanations of these fields see the [New Location](#) section).
- *Update, Next*
- Repeat the steps above for the *Drop Off* location.

Drop Off

[Trip Contact](#)[Passenger](#)[Appointment Times](#)[Pick-Up Location](#)[Drop-Off Location](#)[Return Location](#)[Trip Comments](#)[Review Order](#)[Print Order](#)[Submit Order !!!](#)[Home](#)

Select Location

Location

* = required.

Property Name * Dr

Street * 2336 E Magnolia St

Building

Unit

City * Phoenix

Zip * 85034 -

Cross Streets

Contact

Use Case Mgr

- If you did not check the box on the *Pick Up* location indicating that the *Return Location* would be the same, the next screen will ask you to provide a *Return Location*. Follow the same steps as on previous locations.

Select Location - Return

Property Name

Find

Cancel

	Property Name	Street	Bui
Select	ace prop	1234 E Southern Ave	
Select	Blah	1025 N 48th St	
Select	ComTrans	2336 E Magnolia St	
Select	Dr	2336 E Magnolia St	
Select	Foster Home-Smith	2525 N Oracle Rd	
Select	magellan	1616 E Roeser Rd	
Select	School	2336 E Magnolia St	

New Location / Common Locations

Records 1 - 11 of 11 record(s) that match the search criteria.

New Location

Locations added by Users will be saved under the participant's name for future use. If the location is created as a pick up location, it will only be saved as a pick up location, and if the location is created as a drop off location, it will only be saved as a drop off location.

- If the location is not listed, select *New Location*.

Select Location - Return

Property Name

Find

Cancel

	Property Name	Street	Bui
Select	ace prop	1234 E Southern Ave	
Select	Blah	1025 N 48th St	
Select	ComTrans	2336 E Magnolia St	
Select	Dr	2336 E Magnolia St	
Select	Foster Home-Smith	2525 N Oracle Rd	
Select	magellan	1616 E Roeser Rd	
Select	School	2336 E Magnolia St	
New Location / Common Locations			

Records 1 - 11 of 11 record(s) that match the search criteria.

New Location - Return

Pick From Common Locations

Location

* = required.

Property Name *

Street * Please click the GeoCode button after entering the address.

Building

Unit

City *

Zip -

Cross Streets

Latitude *

Longitude *

Contact

Contact

(50 characters allowed.)

Phone - - x

Special Instructions

A. Required Fields

- **Property Name:** Assign a name to the property (Mom's Home, Mesa High, Foster Home, etc.)
- Enter the street and city (see "Latitude/Longitude" section below for how to complete these fields).
- **Contact:** the person to be contacted at the location if there is a problem. Select *Use Case Mgr* or *Use Client* to automatically populate with their data, or type in the name and phone number of another person.
- **Special Instructions:** notes about the location such as, "Gate code: ABCD," "Enter from west side of building," etc.
- The special instructions and contact information entered while creating a new location will automatically show every time the location is used. However, it can be edited each time the location is selected.

B. Latitude/Longitude

- Enter *Property Name*, *Street*, and *City*.
- Select *Geocode Address*. The zip code, latitude, and longitude should automatically populate.
- If selecting *Geocode Address* generates an error message (shown below), select *Use Map*.

New Location - Return

Pick From Common Locations

Location

* = required.

Property Name *

Street *

Building

Unit

City *

Zip

Cross Streets

Latitude *

Longitude *

Contact

Contact

Phone - - x

Special Instructions

Message from webpage

7275 W VINEYARD RD LAWEEN AZ is not a valid address. ***

OK

Map Helper

Scroll down for a map to specify the address on

Location

* = required.

Street *

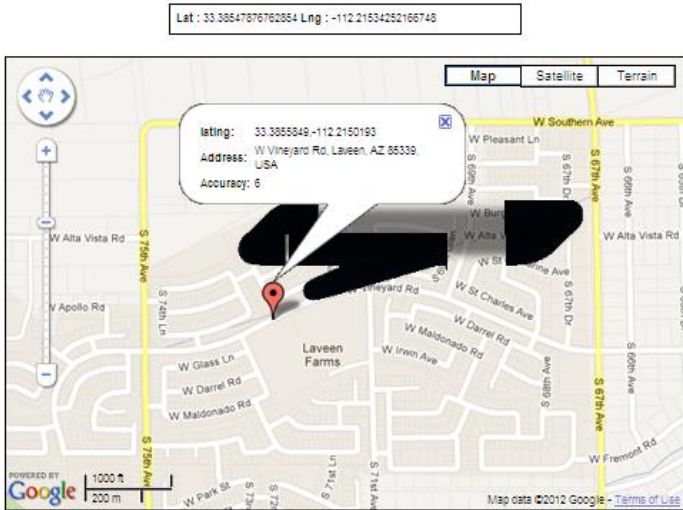
City *

Zip -

Latitude *

Longitude *

Drag the marker on the map to indicate the correct location.



- After selecting *Use Map*, follow the directions on the *Map Helper* page to mark the address as accurately as possible. Then *Update* the location. The latitude and longitude will now populate.
- *Submit*

Comments

- Include comments explaining any circumstances of which the driver may need to be aware (i.e. the child cannot be left alone, schedule with John Doe, may try to run-please hold the child's hand while walking, etc.).
- Comments will appear for all legs of the trip.
- *Update, Next*

Review Order

- Check order for accuracies; use links on the left side of the page to go back and make changes.
- *Print* for your own record if desired. Selecting *Print Order* will generate a PDF copy of the order.
- Select the black *Submit Order* button on left hand side to submit. When the screen refreshes and the *Order Status* has changed from “Unsubmitted” to “In Process,” the order has been submitted.
- When the order is accepted by ComTrans, the person who entered the order and the “responsible person” will receive a confirmation email. If this email is not received within 1 business day, please contact ComTrans.

IV. Order Status

- Login.
- Select *Orders* from the top menu.
- Select *Pick* to search for a particular participant.
- After specifying search criteria, click *Find*.
- “Unsubmitted” the order has not been submitted; “In Process” the order has been submitted; “Processed” the order has made it to the Comtrans schedulers; “Accepted” the trip has been scheduled.
- Any orders left in “unsubmitted” status will generate a reminder email for the user. If these orders are not submitted or deleted by the user, they will automatically be deleted.

V. Copy Order

If a new order is going to be almost the same as a previously entered order, the old order can be copied, changed, and submitted. For example, if the case manager enters a recurring appointment for a one month date range and the next month needs to schedule the same recurring appointment, he/she can use the “copy” feature.

- Login
- Find the previously created order. To search by participant, select *Pick* next to the *Participant* field, *Select* the participant, and then choose *Find*.
- Select the *Copy* button next to the previous order.
- Update any information that has changed.
- Review the order very carefully to make sure all information has been updated.
- Submit as usual.

VI. Changing Single Orders

- Follow the steps listed in “[Check Order Status](#)” section to view existing orders.
- Select *Tickets*.
- Select the Ticket number hyperlink for the trip needing to be changed.

Ticket Details for Linda Abegg Order # 76096

Copy Listing

Ticket	Service Date	Route	A or R	Bill	Call	Appointment	Sched. P/U	Actual P/U	Sched. D/O	Actual D/O	P/U
3990642	03-14-2012	Open	R		Prior Day Cancel	05:05p					2336 E MAGNOLIA ST , Phi
3990643	03-15-2012	Open	R		Prior Day Cancel	05:05p					2336 E MAGNOLIA ST , Phi
3990644	03-16-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi
3990645	03-19-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi
3990646	03-20-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi
3990647	03-21-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi
3990648	03-22-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi
3990649	03-23-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi
3990650	03-26-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi
3990651	03-27-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi
3990652	03-28-2012	Open	R		Active	05:05p					2336 E MAGNOLIA ST , Phi

11 Tickets. Displaying tickets 1 - 11 [Refresh](#) [Close Window](#)

- The left side shows the ticket as originally scheduled. To make a change, click *Update Ticket* and then enter desired changes.

Linda Abegg Order # 76096

☐ Ticket 1
 ☐ Ticket 2

Original	Edit
<p>Ticket 3990652</p> <p>Service Date 03-28-2012</p> <p>A or R Return</p> <p>Scheduled 05:05p</p> <p>P/U 2336 E MAGNOLIA ST , Phoenix 85034</p> <p>Contact</p> <p>Phone</p> <p>D/O 2336 E MAGNOLIA ST , Phoenix 85034</p> <p>Contact</p> <p>Phone</p> <p>Remarks TEST TEST TEST Please process so I can view the new screens and add them to the user manual.test</p>	<p>Status No Changes (View)</p> <p>Service Date <input type="text" value="03-28-2012"/> <small>(Cancel the original order and place a new one to change the service date.)</small></p> <p>Return <input type="text" value="5"/> : <input type="text" value="10"/> <input type="text" value="pm"/></p> <p>DO Time <input type="text" value="-----"/> : <input type="text" value="-----"/> <input type="text" value="-----"/></p> <p>Priority <input checked="" type="radio"/> PU <input type="radio"/> DO</p> <p><input type="checkbox"/> PU : 2336 E MAGNOLIA ST , Phoenix 85034</p> <p>Contact <input type="text" value="None"/></p> <p>Phone <input type="text" value=""/> - <input type="text" value=""/> - <input type="text" value=""/> x <input type="text" value=""/></p> <p><input type="checkbox"/> DO : 2336 E MAGNOLIA ST , Phoenix 85034</p> <p>Contact <input type="text" value="None"/></p> <p>Phone <input type="text" value=""/> - <input type="text" value=""/> - <input type="text" value=""/> x <input type="text" value=""/></p> <p>Remarks <input type="text" value="TEST TEST TEST Please process so I can view the new screens and add them to the user manual.test"/></p> <p> <input type="radio"/> No Changes <input checked="" type="radio"/> Update Ticket <input type="radio"/> Cancel Ticket </p>
<p>Original</p> <p>Ticket <input type="text" value=""/></p> <p>Service Date <input type="text" value=""/></p>	<p>Edit</p> <p>Status No Changes (View)</p> <p>Service Date <input type="text" value=""/></p>

- If you are canceling or editing **less than one business day before the transport**, please contact Comtrans directly.
- An email confirming the change will be sent to the address designated on the order.
- The change will be added to the comments section of the order when you “view” it.

VII. Changing Recurring Orders

- Follow the steps listed in “[Check Order Status](#)” section to view existing orders.

Cancel

- Select *Cancel*.
- Enter the date the cancelation will take effect and the reason for canceling.
- Transports before the “effective date” will not be canceled.

Edit

- To edit a single trip in a recurring order, follow the steps in “[Changing Single Orders](#).”
- To change every trip in, or extend, a recurring order, Select *Edit*.
- Specify whether the order is being extended to include future dates, or if the order information is being changed.

- For changes: enter the date the change will be effective and make the desired changes on the order screen that pops up. This order will be assigned a new TR number.
- For extensions: enter the extended date range.

VIII. Reassign to a Different Case Manager

This page allows participants or trips to be moved to another case manager.

Reassign Case Manager

Change Case Manager

From Case Manager	<input type="text"/>	<input type="button" value="Pick Case Manager"/>
To Case Manager	<input type="text"/>	<input type="button" value="Pick Case Manager"/>
TR No.	<input type="text"/>	
Participant	<input type="text"/>	<input type="button" value="Pick Participant"/> <input type="button" value="Clear"/>

- If an TR number is specified then the case manager for that order is changed.
 - If a primary participant is specified then the case manager for all orders with that primary participant is changed.
 - Otherwise the case manager is changed for all orders with that case manager.
-
- Select *Reassign Case Manager* from the top menu.
 - Click *Pick Case Manager* to *Select* both the case manager from whom you are removing the participant or trip, and the case manager to whom you are moving the participant or trip, respectively.
 - If only one order needs to be transferred, enter the Trip Number found at the top of the “Review Order” page. (Can’t find the order? Follow the “[Check Order Status](#)” directions, and then select *view*.)
 - If all orders for a particular participant need to be transferred select *Pick Participant*, and *Select* the participant. This participant’s information will be moved to the new case manager’s account.
 - If all orders for all participants from the first case manager need to be transferred to the second case manager, leave the “Order No.” and “Participant” fields blank.
 - *Submit*

IX. Permission Levels

When Users login and select *Admin* from the top menu, the sidebar will only list the menus that person has permission to access. The four permission levels are listed below. If you would like a higher level of access, please contact your site, payer, or Comtrans administrator. You can reach a Comtrans administrator by clicking on the red question mark for online support.

Users

Users can select what group they are in and place orders.

Site Administrators

Site Administrators (Admin) can see and edit all of their users, groups, locations, participants, and orders.

Payer Administrators

Payer Admin can see and edit all of their Sites.

Comtrans Administrators

ComTrans Admin can see and edit all Payers.

X. Special Instructions for Site Administrators

To perform the following Site Administrator tasks, log in, select *Admin* from the top menu, and use the “Site” menu on the sidebar. If the menu below “Site” is hidden, click the square next to “Site” to expand it.

Site

- [Upload Logo](#)
- [Groups](#)
- [Users](#)
- [Common Locations](#)
- [Locations](#)
- [Participants](#)
- [Passengers](#)
- [Reason](#)
- [Mobility](#)
- [Review Orders](#)

☐ **Cell Phone**

☐ **Reports**

☐ **Video Tutorials**

[Log Out](#)

[Comments / Suggestions](#)

[Need Help](#)

[User Manual](#)

[Watch Video Tutorials](#)

Welcome To ComTrans

Message Board

Last Update : 10-19-2011

10/19/2011:
Individual day changes:
(Single or Reoccurring)

Great News!!! We are one step closer to automating the order change process. You can now change or cancel a single day order using this new feature. It will speed up our processing time and help reduce errors. For reoccurring trips, you can now make changes or cancellations online for individual days. Call Tawana for assistance ext 123.

06/17/2011:
Lost Orders:
Please click on this [link](#) for some guidance.

Groups

On the *Groups* page, site administrators can create and manage groups. This allows specified users at the site to see and edit only each other's orders.

Select Group

			Name
Select	Edit	Delete	Test
Select	Edit	Delete	test
Select	Edit	Delete	Testing Group
	Select		Unassigned

Add Group

Records 1 - 4 of 4 record(s) that match the search criteria.

- To create a new group, select *Add Group*, enter a group name, *Submit*.

- To manage members of a group, click the *Select* button next to the group name. Use the *Remove* and *Add User* buttons to specify group members.
- Use the *Edit* button to change the name of the group.
- Use the *Delete* button to delete the group.

User Permissions

On the *Users* page, site administrators are able to edit User permissions and add new users.

All Users For Site

		Name
Edit	Delete	Abegg , Linda
Edit	Delete	Alvarez , Ivonne
Edit	Delete	Arbanas , Peter
Edit	Delete	basham , veronica
Edit	Delete	Bedoy , Ricardo
Edit	Delete	Berhe , Elizabeth
Edit	Delete	CARDONA , ESTEFANIA

Add User

Records 1 - 25 of 50 record(s) that match the search criteria.

Go to page of 2 page(s).

- To add a new user, select *Add User*. Complete required information and *Submit*. The user will be sent an email asking him/her to login with given username and password.
- To edit a user and/or user permissions, select the *Edit* button by the user's name. Checking the "*Site*" box designates the user as a site administrator. *Allow Entered By* means the user will be able to create orders for any other case managers at his/her site and register new users. (see below)

Edit User

User

* = required.

Validated ☒ (Uncheck to turn off all access for this user.)

First *

Last * Abegg

Phone - - x Fax - -

Email * @

Password *

Send Emails ☒

Site COMT

Admin

ComTrans ☒Payer ☒Site ☒

Allow Entered By ☒

Submit

Cancel

Common Locations

On the *Common Locations* page, site administrators can add locations frequently used by Users at their site.

Manage Common Locations

Property Name

Find

Cancel

		Property Name	Street Name
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	home	5333 E Thomas Rd
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Test	1025 N 48th St
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Trailer	1 Vanderslice
<div> <input type="text"/> <input type="button" value="Add"/> </div>			

Locations

On the *Locations* page, site administrators can create new locations and assign them to particular clients. The only locations that will appear for all participants are the locations of the sites.

Participants

The *Participants* page allows site administrators to merge, edit, and add participants. Participants added here will be available to all users at the site.

- To change information about a participant at your site, select *Participant* from the sidebar. Select the *Edit* button next to the participant you would like to change, make changes, and *Submit*.
- To add a new participant for users at your site to choose, select *Participant* from the sidebar. Select the *New Participant* button, enter participant information (as explained in “[New Participant/Passenger](#)”) and *Submit*.

Manage Participants

Last Name

Find

Cancel

SFM : Select Participant For Merge

			Name	DOB	Gender	
SFM	Edit	Delete	Abbas , Muna	02-27-1977	F	110036
SFM	Edit	Delete	Abegg , Linda	08-08-2009	F	test
SFM	Edit	Delete	Abelein , Mary	01-12-1954	F	052410
SFM	Edit	Delete	Abrahamson , Julia	07-14-1957	F	JA0714
SFM	Edit	Delete	ACEDO , ALYSSA	06-22-1999	F	394375
SFM	Edit	Delete	Acedo , Angeliqua	10-05-2004	F	082700

New Participant

Merge Selected Participants

Clear Selected Participants

Help

Records 1 - 25 of 9750 record(s) that match the search criteria.

Go to page of 390 page(s).

Go!

Next

- To merge duplicate participants (combine, instead of delete, without losing past information), select *SFM* beside two duplicate participants. *Merge Participants*.

Merge Participants

* = required.

Participant

Name *	First	Last
	<input type="text" value="Jane"/>	<input type="text" value="Doe"/>
DOB *	<input type="text" value="01-01-2001"/>	
Gender *	<input type="text" value="Female"/>	
ID *	<input type="text" value="unknown"/>	
Mobility *	<input type="text" value="Ambulatory"/>	

Duplicate Participant

Name	First	Last
	<input type="text" value="jane"/>	<input type="text" value="doe"/>
DOB	<input type="text" value="01-01-2001"/>	
Gender	<input type="text" value="Female"/>	
ID	<input type="text" value="000000000000"/>	
Mobility	<input type="text" value="Ambulatory"/>	

Submit

Reset

Cancel

- On the Merge Participants page, make sure the correct information for the person is in the “Participant” section (the first participant chosen will be listed in the “Participant” section). *Submit*.
- Any past data for the person listed in the “Duplicate Participant” section will be combined with the “Participant,” and only the “Participant” will be seen by users. For example, using the information above, all of Jane Doe’s completed and pending transportation orders would be reassigned to Jane Doe. Information will not be lost, but will be found under Jane Doe’s profile.

Passengers

The *Passengers* page allows site administrators to edit and add passengers. Passengers added here will be available to all users at the site.

- To make changes to a passenger at your site, select *Passenger* from the sidebar. Select the *Edit* button next to the passenger you would like to change, make changes, and *Submit*.
- To add a new passenger for users at your site to choose, select *Passenger* from the sidebar. Select the *New Passenger* button, enter passenger information (as explained in “[New Participant/Passenger](#)”) and *Submit*.

Reason

The *Reason* page allows site administrators to edit and add reasons for transportation.

- To make changes to a reason for your site, select *Reason* from the sidebar. Select the *Edit* button next to the reason you would like to change, make changes, and *Submit*.
- To create a new reason for users at your site to choose, select *Reason* from the sidebar. Select the *Add Reason* button, enter the reason, and *Submit*.

Mobility

The *Mobility* page allows site administrators to edit and add choices for participant mobility.

- To make changes to a mobility option for your site, select *Mobility* from the sidebar. Select the *Edit* button next to the mobility you would like to change, make changes, and *Submit*.
- To create a new mobility option for users at your site to choose, select *Mobility* from the sidebar. Select the *Add Mobility* button, enter the mobility choice, and *Submit*.

Review Orders

Use the *Review Orders* page to review all orders for your site.

XI. Special Instructions for Comtrans Administrators

To perform the following Comtrans Administrator tasks, log in and use the “Admin” menu on the sidebar. If the menu below “Admin” is hidden, click the square next to “Admin” to expand it.

ComTrans
Making a Difference

Linda Abegg
Comtrans
COMT
labegg@gocomtrans.com

[User Manual](#) [Video Tutorials](#) [Comments / Suggestions](#)

[Home](#) [Orders](#) [Edit User](#) [Reassign Case Manager](#) [Admin](#) [Log Out](#)

Logged in : Linda Abegg

☐ ComTrans
[Home](#)
☐ User
☒ Admin
[Chat Support For Clients](#)
[Edit Vendors](#)
[Select Payer / Site](#)
[Add User To Site](#)
[RPC Key](#)
[Import Payers And Sites](#)
[Edit Message Board](#)
[Review Customer Imports](#)
☐ Site
☐ Cell Phone
☐ Reports
☐ Video Tutorials
[Log Out](#)
[Comments / Suggestions](#)

Welcome To ComTrans

Message Board

Last Update : 10-19-2011

10/19/2011:
Individual day changes:
(Single or Reoccurring)

Great News!!! We are one step closer to automating the order change process. You can now change or cancel a single day order using this new feature. It will speed up our processing time and help reduce errors. For reoccurring trips, you can now make changes or cancellations online for individual days. Call Tawana for assistance ext 123.

06/17/2011:
Lost Orders:
Please click on this [link](#) for some guidance.

Chat Support for Clients

Edit Vendors

The *Edit Vendors* page allows Comtrans administrators to edit and add other vendors.

- To make changes to a vendor, select *Edit Vendors* from the sidebar. Select the *Edit* button next to the reason you would like to change, make changes, and *Submit*.
- To create a new vendor, select *Edit Vendor* from the sidebar. Select the *Add Vendor* button, enter the vendor information, and *Submit*.

Select Payer/Site

Use the *Select Payer/Site* page to navigate to the site you need to manage.

- Click *Select Payer/Site*, *Select* the Payer, *Select* the Site. Then use the links in the sidebar “Site” menu to manage the site (see “[Special Instructions for Site Administrators](#)”).

Add User to Site

After selecting *Add User to Site* from the sidebar, *Select* the user; *Select* the site, then *Add user to site*.

RPC Key, Import Payers and Sites, and Edit Message Board

Do not use these pages unless directed by someone on the IT staff.

XII. Online Support

For immediate assistance during business hours, click on the online support question mark.



Linda Abegg
Comtrans
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labegg@gocomtrans.com

[User Manual](#) [Video Tutorials](#) [Comments / Suggestions](#)



[Home](#) [Orders](#) [Edit User](#) [Reassign Case Manager](#) [Admin](#) [Log Out](#)

XIII. Frequently Asked Questions

How do I get past this error message?

- Error: "XMLRPC: Can't talk to server could not sent XMLRPC Message (Reasons: Access Denied on Client)"

Solution: Internet Explorer Browser: tools: internet options: security: custom level: miscellaneous: Access data sources across domain-enable, ok, yes, ok--refresh screen

How do I change an order before submitting it?

- Follow the steps listed in [Check Order Status section](#) to view existing orders.
- Select *Edit*.
- Use the blue links on the left side of the screen to navigate between sections.

Logged In : **Linda Abegg**

COMT - ComTrans Transportation Request [Site Contacts](#)

Order # 1272 Status : Unsubmitted

Participants

[Site Contact](#)

[Participants](#)

[Trip Appointment](#)

Location

[Pick Up](#)

[Drop Off](#)

[Return](#)

[Comments](#)

Order

[Review Order](#)

[Print Order](#)

Submit Order !!!

[Exit](#)

	Name	DOB	Gender	
Edit Remove	Primary Participant Doe , John	01-01-2001	M	Test

[Add Participant](#)

[Add Passenger](#)

[Prev](#) [Next](#)

How do I register if I get an error saying “Domain not recognized?”

- The Domain on your email log in needs to be from your company/site.
- Double check the spelling.
- If the spelling is correct, your site may not be registered with ComTrans.
- Contact [Online Support](#).

How can I change my password?

- Login under *User Login*.
- Select *Edit User*.
- Enter desired password and *Submit*.

Who can I contact if I have questions?

- [Online Support](#)
- or-
- Click *Comments/Suggestions* on the top menu.